GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2252
ANSWERED ON:15.03.2017
Speed Post
Dwivedi Shri Harish;Mishra Shri Janardan;Nagar Shri Rodmal

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of functioning Speed Post Centres in the country, State/UT-wise;

(b) whether the Government proposes to establish more such centres in the country and if so, the details thereof, State/UT-wise;

(c) whether such centres function simultaneously as booking and delivery centres and if so, the details thereof and if not, the reasons therefor;

(d) the number of complaints received by the Government regarding the delay in delivery of speed posts, State/UT-wise; and

(e) the corrective measures taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) The Department of Posts, under a new operational arrangement has changed the nomenclature of Speed Post Centres into National Sorting Hubs (NSHs) and Intra Circle Hubs (ICHs). As on date there are 90 NSHs and 150 ICHs, which are mapped to the NSHs. The State/UT-wise details are at Annexure-I.
(b) The NSHs/ ICHs are upgraded/ downgraded/ closed or established based on mail volume, geographical locations, operational feasibility etc. At present, the Department has no proposal to establish more such hubs.
(c) No Madam, these hubs are only processing centres for Speed Post articles.
(d) The number of complaints regarding delay in delivery of Speed Post, state/UT wise is at Annexure-II.
(e) The Department has taken following corrective measures to improve Speed Post operations and reduce the number of complaints:
i. Provisioning of online track and trace facility for the customers.
ii. Infrastructure up gradation and site preparation of NSHs/ICHs for efficient processing of Speed Post articles.
iii. Introduction of dedicated point to point road transport for fast & secure transmission.
iv. Quality Monitoring Cells have been established in the Postal Circles and at the Postal Directorate for monitoring of the mail network for Speed Post.
v. Key Performance Indicators (KPIs) and Management Information System (MIS) for Speed Post are available at all levels of operations for effective monitoring.

Annexure I
For LokSabha Question No. 2252 for 15.03.2017
Number of National Sorting Hubs and Intra Circle Hubs (State-wise)
<pre>
State/UT NSH ICH
Andaman Nicobar Islands(UT) - 1
Andhra Pradesh 4 10
Arunachal Pradesh 1 -
Assam 2 5
Bihar 4 3
Chhattisgarh 1 4
Chandigarh (UT) 1 -
Delhi (UT) 1 -
Dadar Nagar Haweli (UT) - -
Daman & Diu (UT) - -
Goa 1 -
Gujarat 4 13
Haryana 4 3
Himachal Pradesh 2 4
Jammu& Kashmir 2 -
Jharkhand 3 3
Karnataka 7 6
Kerala 5 3
Lakshdweep&Mahe (UT) - -

Madhya Pradesh 4 9
Maharashtra 4 17
Manipur 1 -
Meghalaya 1 -
Mizoram 1 -
Nagaland 1 -
Odisha 3 7
Pudducherry (UT) - -
Punjab 3 4
Rajasthan 3 10
Tamil Nadu 7 12
Telangana 2 3
Tripura 1 -
Uttar Pradesh 10 18
Uttarakhand 1 6
West Bengal 4 9
Total 88* 150
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* Out of the total 90 NSHs, twoNSHs are established for Army Postal Services.

Annexure II
For LokSabha Question No. 2252 for 15.03.2017
Number of Complaints received regarding delay in delivery of Speed Post Articles from 01.01.2016 to 31.12.2016 (State/UT-wise)
<pre>
State/UT No. of complaints received
Andhra Pradesh 2046
Andman Nicobar Islands (UT) 835
Arunachal Pradesh 21
Assam 10583
Bihar 3246
Chandigarh (UT) 354
Chhattisgarh 1250
Dadar Nagar Haweli (UT) -
Daman & Diu (UT) -
Delhi (UT) 3430
Goa -
Gujarat 3048
Haryana 76292
Himachal Pradesh 449
Jammu & Kashmir 872
Jharkhand 677
Karnataka 21007
Kerala 4568
Lakshdweep&Mahe (UT) 2
Madhya Pradesh 5367
Maharashtra 24298
Manipur 19
Meghalaya 208
Mizoram 21
Nagaland 55
Odisha 7316
Pudducherry (UT) 395
Punjab 3647
Rajasthan 3798
Sikkim 149
Tamil Nadu 18375
Telangana 1112
Tripura 1177
Uttar Pradesh 13065
Uttarakhand 1664
West Bengal 22199
TOTAL COMPLAINTS 229499
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The total volume of Speed Postarticles handled in thecountry during the period 01.01.2016 to 31.12.2016 was approximately 40 Crore. The percentage of complaints compared to the total volume of Speed Post articles handled for the said period comes to approximately 0.057%.

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